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Passing Your ITIL Intermediate Exams Shirley Lacy,Office of Government Commerce,Candace Tarin,2010 This book presents the latest syllabus content and expert examination guidance making it the definitive study aid for the IT service management intermediate examinations Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams the book also covers the syllabus topics which are common across most of the modules Chapters are organised with references to the core publications and self assessment questions help students prioritise those topics they need to revise The book contains sample exam questions advice on how to dissect questions and scenarios and exam answers that are thoroughly explained to aid the learning process **ITIL Intermediate Certification Companion Study Guide** Helen Morris,Liz Gallacher,2017-08-04 The expert led full coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams Written by Service Management and ITIL framework experts this

book gives you everything you need to pass including full coverage of all objectives for all four exams Clear concise explanations walk you through the process areas concepts and terms you need to know and real life examples show you how they are applied by professionals in the field every day Although this guide is designed for exam preparation it doesn't stop there you also get expert insight on major topics in the field The discussion includes operational support and analysis planning protection and optimization release control and validation and service offerings and agreements that you'll need to know for the job ITIL is the most widely adopted IT Service Management qualification in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This book is your ideal companion for exam preparation with comprehensive coverage and detailed information Learn service strategy principles organization and implementation Master the central technologies used in IT Service Management Be aware of inherent challenges risks and critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe and is seen as the de facto certification for those seeking IT Service Management positions Passing these exams requires thorough preparation and rigorous self study but the reward is a qualification that can follow you anywhere ITIL Intermediate Certification Companion Study Guide for the ITIL Service Capability Exams leads you from Foundation to Master giving you everything you need for exam success ITIL Planning, Protection and Optimization (PPO) Full Certification Online Learning and Study Book Course - the ITIL Intermediate PPO Capability Complete Certification Kit, Third Edition Ivanka Menken, 2011 The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field Now in an expanded and updated version of The Art of Service's book the authors once again present a step by step guide to getting your ITIL PPO Certificate Who Knew ITIL Certification E Learning This Quick and Easy Could Make You Look This Good On demand eLearning Don't pay over 3 000 00 for a 5 day class room based course you are out of touch with your work for 5 days and including the course fee the costs are insurmountable Take the online learning option instead and study at your own pace Course Description This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical hands on learning environment This training is intended to enable the holders of the certificate to apply the practices in Planning Protection and Optimization of the Service Management Lifecycle This course uses an engaging interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam the APMG Intermediate Level Certificate Planning Protection and Optimization Learning Objectives At the end of this course the learner will gain competencies in Plan key activities for the Planning Protection and Optimization processes in the context of the Service Lifecycle Attain operational excellence by using the Planning Protection and Optimization processes activities and functions Measure the success of

Planning Protection and Optimization by applying key metrics Utilize capacity and availability management to realize successful Service Design Ensure that services are fit for purpose and fit for use Identifying and mitigating risks Apply Continual Service Improvement Pre requisites ITIL Foundation Certificate it is highly recommended that you read the Planning Protection and Optimization book prior to commencement of this program Delivery The program combines short presentations supported by accredited trainer audio There are also quizzes and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance understanding of key concepts Revision questions and a mock examination help to prepare for the multiple choice APMG examination This program is an eLearning Program your access details to the elearning course are in the book Program Materials Access to presentations with trainer audio The Art of Service Planning Protection and Optimization Book Exercises Answers Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management this book which leads to ITIL PPO and paves the way to ITIL Expert Certification should do at least as well as the first and second edition which are bestsellers **ITIL Intermediate Certification Companion Study Guide** Helen Morris,Liz

Gallacher,2016-03-11 Using clear and concise language and illustrative examples throughout this useful study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume

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Learning Objectives At the end of this course the learner will gain competencies in Plan key activities for the Planning Protection and Optimization processes in the context of the Service Lifecycle Attain operational excellence by using the Planning Protection and Optimization processes activities and functions Measure the success of Planning Protection and Optimization by applying key metrics Utilize capacity and availability management to realize successful Service Design Ensure that services are fit for purpose and fit for use Identifying and mitigating risks Apply Continual Service Improvement As well as preparing participants for the exam

Pre requisites ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate It is highly recommended that you read the Planning Protection and Optimization book prior to commencement of this program

Delivery The program combines short presentations supported by accredited trainer audio There are also quizzes and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance understanding of key concepts Revision questions and a mock examination help to prepare for the multiple choice APMG EXIN examination This program is an eLearning Program your access details to the elearning course are in the book

Program Materials Access to presentations with trainer audio The Art of Service Planning Protection and Optimization Book Exercises Answers Mock Exam questions

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